

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 9378

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventor(s): John D. Frazier, et al.

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER  
IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Enclosed are also:

7 Sheet(s) of Drawings  
 An assignment of the invention to NCR Corporation  
 A certified copy of an application

## CLAIMS AS FILED

FOR	Number Filed	Number Extra	Rate	Basic Fee (\$710)
Total Claims	41	-20 =	21	X \$ 18 = \$ 378
Independent Claims	5	-3 =	2	X \$ 80 = \$ 160
Multiple Dependent Claims	0		X \$270 = \$ 0	
<b>Total Filing Fee</b>				<b>= \$ 1,248</b>

Please charge the above filing fee to the account of NCR Corporation, Deposit Account No. 50-1673.

Please have all communications concerning this application and the recorded Assignment directed to:

John D. Cowart  
 Intellectual Property Section  
 Law Department WHQ-4W  
 NCR Corporation  
 1700 South Patterson Blvd.  
 Dayton, Ohio 45479-0001

Our telephone number is: 858-485-4903

Respectfully,

*John D. Cowart #38,415*

Attorney for: John D. Frazier

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PTO/SB/36 (11-00)

Approved for use through 10/31/2002 OMB 0651-0031

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**REQUEST AND CERTIFICATION  
UNDER  
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor	John D. Frazier
Title	IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER IDENTIFICATION AND SERVICE-TIME MEASUREMENT
Atty Docket Number	9378

I hereby certify that the invention disclosed in the attached application **has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.** I hereby request that the attached application not be published under 35 U.S.C. 122(b).

8/30/01

Date



Signature

John D. Cowart

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application upon filing.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**

Burden Hour Statement. This collection of information is required by 37 CFR 1.213(a). The information is used by the public to request that an application not be published under 35 U.S.C. 122(b) (and the PTO to process that request). Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This form is estimated to take 6 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.